

**CENTRAL WISCONSIN COMMUNICATIONS, INC.**  
**P.O. Box 8045**  
**Wisconsin Rapids, Wisconsin 54495-8045**

September 2, 2005

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 Twelfth Street, SW  
Washington, D.C. 20554

**Re: Central Wisconsin Communications, Inc.**  
**WC Docket No. 05-196**  
**Subscriber Acknowledgement Report**

Dear Ms. Dortch:

On August 26, 2005, the Federal Communications Commission (“Commission”) released a Public Notice requiring interconnected voice over Internet protocol (“VoIP”) providers to submit a report regarding the status of receipt of affirmative acknowledgements by subscribers that they have read and understood an advisory concerning the limitations of their enhanced 911 (“E911”) service.<sup>1</sup> Pursuant to this Public Notice, Central Wisconsin Communications, Inc. (the “Company”) hereby submits the following:<sup>2</sup>

1. A detailed explanation regarding current compliance with the notice and warning sticker requirements *if* the provider did not notify and issue warning stickers or labels to 100% of its subscribers by the July 29, 2005 deadline. Providers expected to update this information include those that were in the process of providing notice and/or stickers to their subscribers, but had not completed the process by July 29, 2005.

The Company has received labels from the printer that read “E911 service may not function properly or will be limited unless current location is updated at [www.talkwithus.biz](http://www.talkwithus.biz).” The Company anticipates that it will have sent labels to all subscribers by the end of next week. In a letter sent to the subscribers on August 26, 2005, the Company made customers aware that the labels would soon be arriving and instructed them to place the labels on their phone or other device that they use to make VoIP calls to remind users of their E911 limitations. Similar instructions will be included in a letter that will accompany the labels when they are sent. Each customer will initially receive two labels but may request more.

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<sup>1</sup> See *Enforcement Bureau Provides Further Guidance to Interconnected Voice Over Internet Protocol Service Providers Concerning Enforcement of Subscriber Notification Requirement*, WC Docket Nos. 04-36 & 05-196; DA 05-2358, Public Notice (rel. Aug. 26, 2005) (“Public Notice”).

<sup>2</sup> The Company respectfully requests the Commission to accept this report one day after the reporting deadline. As part of its reporting obligation, the Company is required to report on the status of sending labels to subscribers. Accordingly, it was necessary for the Company to have the labels from the printer before submitting the report. The Company has now received the labels from the printer and submits its report.

2. Quantification of the percentage of the provider's subscribers that have submitted affirmative acknowledgements as of September 1, and an estimation of the percentage of subscribers from whom the provider does not expect to receive an acknowledgement by September 28, 2005.

In its Subscriber Notification Report filed in the above-referenced docket on August 10, 2005, the Company reported that, as of that date, it had received affirmative acknowledgements from 51 percent of its customers and that approximately 1.5 percent of its customers had recently disconnected. The Company has continued to contact subscribers that have not responded. As of this date, the percentage of receipt of acknowledgments has increased to 77 percent. The number of customers that have disconnected has increased to 18 percent. Accordingly, 5 percent of the Company's subscriber base has yet to respond.

On August 26, 2005, the Company sent follow-up letters to all subscribers reminding them to respond to the acknowledgment request. The letter also informed the subscribers that for customers that fail to respond by August 29, 2005, the Company would be forced to disconnect their service. The Company will continue contacting active customers that have not yet responded and estimates that it will receive responses from all active subscribers prior to the September 28, 2005 disconnect date.

3. A detailed description of any and all actions the provider plans to take towards any of its subscribers that do not affirmatively acknowledge having received and understood the advisory.

The Company will continue making follow-up calls to subscribers that have not yet responded and will continue to do so until all subscribers have responded or the September 28, 2005 deadline arrives. As required in the Public Notice, any customers that do not respond by September 28, 2005 will be disconnected.

4. A detailed description of any and all plans to use a "soft" or "warm" disconnect (or similar) procedure for subscribers that fail to provide an affirmative acknowledgement by September 28, 2005.

The Company is investigating whether it can utilize a "soft disconnect" for its VoIP customers which would direct all outbound non-emergency calls to the Company's customer service department. If so, the Company intends to utilize the "soft" disconnect for any subscribers that do not respond by the September 28, 2005 deadline.

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Please contact the undersigned with any questions.

Respectfully Submitted,

s/ Leif Street

Leif Street

cc: Byron McCoy, Telecommunications Consumers Division, Enforcement Bureau  
Kathy Berthot, Deputy Chief, Spectrum Enforcement Division, Enforcement Bureau  
Janice Myles, Competition Policy Division, Wireline Competition Bureau  
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